



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending December 31, 2006**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.40	8.10	5.00	6.83
B. Operator Answer Time - Information [730.510(a)(1)]	4.40	8.10	5.00	5.83
C. Repair Office Answer Time [730.510(b)(1)]	394.00 *	392.00 *	180.00 *	322.00 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	394.00 *	392.00 *	180.00 *	322.00 *
E. Percent of Service Installations [730.540(a)]	96.00%	100.00%	100.00%	99.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	1.00% *	1.00% *	1.00% *	1.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	2.60	2.75	3.37	2.91
H. Percent Repeat Trouble Reports [730.545(c)]	17.60%	20.70% *	17.10%	18.00%
I. Percent of Installation Trouble Reports [730.545(f)]	16.00%	15.00%	8.00%	13.00%
J. Missed Repair Appointments [730.545(h)]	28	37	35	33
K. Missed Installation Appointments [730.540(d)]	29	25	28	27

**Comments**



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